

Passport Services Survey											
City	Days of Operation	Hours of Operation	# Agents/ Staff	Dept.	Revenue for 2005/2006 Budget	Revenue for 2006/2007 Budget	# Proc. Apps. In 2006/2007	Downfall	Benefit	Notes	Population
Lake Oswego	M, T, TH, F	9:00-4:00	7	Finance	\$52,609.50	\$178,882.00	5,962	Cust call us instead of Fed. Govt. & very time consuming	Cust. Serv. & Revenue	Started service in Feb. 2006, they take the pictures for \$15 charge	36,350
Ashland	T	9:00-4:00	2	Recorder	\$8,584.60	\$13,739.60	817	Govt. so far behind & cust getting mad that we can't do anything for them		Closed Noon hour, started service in Jan. 2006	21,430
Yachats	M-F	8:00-5:00	1	Recorder	\$750.00	\$750.00	25	Difficult with one staff person & application fee just covers City's expense	Customer service		745
Forest Grove	M-F	8:00-4:00	4	Finance	N/A	\$12,270.00	409	Time commitment of staff (can take up to 20 min per application to process), training takes a long time, cust get angry when you have to turn them away due to application not fully prepared	Full service City, nearest agents are Hillsboro and McMinnville	End at 4:00 because govt. requires applications be put in mail same day as processed	20,380
Tigard	M-F	8:00-3:00 and 3:00-5:00 (by appt only)	3	Finance	\$9,090.00	\$89,280.00	2,976	Time commitment of staff	Customer service and open more hrs than most agents	Agents: 3 - 8:00-3:00, 1 - 3:00-5:00 (by appt only), 7 backups	46,300

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Gresham	M-F	10:00-3:00	2	Finance	\$118,110.00	\$186,450.00	6,215	Getting out of hand with new regulations, creates a lot of traffic and need an office to handle that, can be overwhelming.	Customers love having the service close by	5 trained agents, but only 2 work on it. Process 40 a day averaging 10 min. an app. Can advertise to gain more revenue.	97,745
Tualatin	M-F	8:30-3:30	2	Admin.		\$64,620.00	2,154		Cust. Serv. & Revenue	Do process apps by appt. on the off hours.	25,650
King City	M, W, F	8:30-4:30	1	Records		\$45,581.00	1,519		Cust. Serv. & Revenue	Closed Noon hour, recommend staying open longer hrs for families	2,350
Beaverton	M-F	12-30-3:30	2	Finance	\$189,782.00	\$222,240.00	7,408	Backlog is difficult, cust are unhappy, it has been fun up until this yr due to changes, # proc varies from day to day.	Revenue		84,270
Yamhill County	M-F	9:00-4:30	3	Co. Clerk	\$52,170.00	\$77,940.00	2,598	Communication between State and Co has been challenging	Revenue	Have 8 trained agents	

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Puyallup, WA	M-F	8:30-12:00	4	Recorder	\$34,020.00	\$87,570.00	2,919	People come to City when process is slow, ways to process constantly changing and not easy to stay up on it	Cust. Serv. & Revenue	Do take appt. on Fridays only if cust not avail to come in during reg hrs.	40,000
Blaine, WA	By Appt.		2	Finance	\$5,610.00	\$8,160.00	272	Takes 15-30 minutes to process each app.	Customer service	Started May 2005	4,600
Mountlake Terrace, WA	M-F	8:00-5:00		Cust. Serv.	\$26,160.00	\$31,988.00	1,066		Cust. Serv. & Revenue	Feb. 2007 bought photo equipment for \$2,000, which has brought in \$5,642 in additional revenue from listed. Revenue is for calendar years of 2005 (\$26,160) & 2006 (\$31,988).	21,000
Maple Valley, WA	W & TH	9:30-3:30	4 1/2	Clerk	\$24,465.00	\$42,465.00	1,416	Requires adequate staffing and expect disruptions. Customers complain about limited processing days and times	Cust. Serv. & Revenue	Has made \$29,010 from Jan.-Jun. 2007	19,000